FORM PTO-1449	•	ATTY, DOCKET NO.	02365.P0015	SERIAL NO.	09/557,264		age I OI I
		APPLICANT	Okita et al.	<u> </u>			
		FILING DATE	4/24/2000	GROUP	2775		
REFERENCE DESIG	CNATION	U.S. PATENT DOCU	MENTS				
EXAMINER	DOCUMENT	DATE	NAMI	- T	CLASS		SUB
INITIAL	NUMBER	DATE			CLASS		CLASS
O.F.C.	5,799,297	Aug. 25, 1998	Goodridge et al				
JEGONF Y	5,940,804	Aug. 17, 1999	Turley et al.	<u> </u>	 		
OUT 27 TOOM	SE SI	FOREIGN PATI	ENT DOCUMENTS				
PIEN A TRADEN	SOCUMENT NUMBER	DATE	NAME	CLAS	SS SUB CLAS	TRANSLATION	
					CERS	YES	NO
							<u> </u>
	OTHER REFE	RENCES (including A	author, Title, Date, P	ertinent Pag	es, etc.) 👩		3 3
-	3 2						m
	http://www.edify.com/customer/edify_products/how_ewf_works.html FileNET, "Visual Workflow", Date Unknown, 6 pages http://www.filenet.com/Products/visualWrkflw/Visual_WorkFlo.pdf 19990 InConcert, Inc., "InConcert v3.6 Product Data Sheet", Date Unknown, 6 pages						
	FileNET, "Visual Workflow", Date Unknown, 6 pages http://www.filenet.com/Products/visualWrkflw/Visual_WorkFlo.pdf 19990						
J.F.C.	http://www.filenet.com/Products/visualWrkflw/Visual_WorkFlo.pdf , 1999@ 3 3 0						
J.F.C.							
	http://www.inconcert.com/products/inconcert36/datasheet.html /1999@						
	Aspect Communications, "Aspect Customer Self Service", Date Unknown, 3 pages http://www.aspect.com/products/portal_apps/css/css.htm						
	InterVoiceBright, "InVision Application Development Environment", Date Unknown, 2 pages						
	http://www.intervoice.com/products/solutions/pdf/gen-ivsn.pdf						
	InterVoiceBright, "InVision - Advanced Call Flow Development Tool", Date Unknown, 1 pages						
	http://www.intervoice.com/products/solutions/development/invision.html						
	Prima, "OPUS Maestro – Technology Facilitator", Date Unknown, 4 pages						
	http://www.prima.ca/english/products/OpusMaestro_overview.htm						
	Prima, "OPUS Composer - The Ideal Tool for Rapidly Creating Highly Adaptive Interactive						
	Communications Server", Date Unknown, 3 pages						
	http://www.prima.ca/english/products/OpusComposer.htm						
	Brooktrout Software, "Show N Tel Features", Date Unknown, 2 pages http://www.brooksoft.com/pages/products/show_n_tel/features.html						
	nttp.//www.brooksoft.com/pages/products/snew_ii ter/reatures.ntm						
EXAMINER			DATE CONSIDER	RED			
	n \ Q		5/6/02				

Rev. 10/94 (Form 3.05)